



Medicaid Updates, Statewide Directors' Call

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Medicaid Application Timeliness

• Monthly Report Card

- January, 2017 – 62 counties passed the monthly report card
 - Common issues:
 - Caseworker did not cancel Central Print notice when sending a manual notice
 - Changes disposition to next work day
 - Did not deny administratively app that was taken in error or individual received Medicaid
 - Analysis (MA-3225/2306)
 - Complete DMA-5067, County Analysis, to determine cause/address issues
 - Document specific apps on DMA-5069 to monitor and identify issues – determine corrective action needed
 - Document all steps taken to address identified issues
 - Keep in central file for state review

• DMA/NC FAST review

- Issues reported by counties



Application Monitoring

- DMA monitors sample of applications to ensure that correct procedures followed during processing:
 - Did not deny prior to 45/90 day for missing information
 - Sent at least 2 requests for information with at least 12 days between
 - All other processing requirements
- Threshold is 80% for denials, withdrawals, discouragement and inquiries
- Monitoring Results - Letter
 - Identifies any cases cited as improper or discouragement and processing time errors and compliance rates
 - County Actions:
 - Complete DMA-5067, County Analysis, to determine causes/issues
 - Complete DMA-DMA-5068, Action Taken on Improper Denials, Withdrawals or Inquiries Identified in Monitoring, when cases have been reopened and processed
 - Notify OST when all cases have been reopened and completed



- 20 additional counties began new process week of 2/13
 - Ashe, Burke, Chatham, Cherokee, Cleveland, Davie, Forsyth, Graham, Granville, Guilford, Halifax, Henderson, Mecklenburg, New Hanover, Rockingham, Rutherford, Stanly, stokes, Transylvania, Union
- Additional counties added as groups are ready
 - Must provide successful test file to Tracks
 - Must have individual with access to provider portal
 - Must have enrolled vendors

Eligibility Determination Audit

- Group met on 2/7 to develop corrective action
 - County directors
 - DMA Compliance
 - DMA Eligibility
 - DSS
 - NC FAST
- DMA – reissue DCDL re: second party reviews
 - Update based on results of first 2 quarters
 - Provide tool for review – Economic Benefits Committee provided feedback
 - Provide minimum number cases for review for each county
 - Next quarter to begin April, 2017
 - Guidance for identifying/reporting errors found
 - Results for December 2016 – February 2017 due in March



Eligibility Determination Audit

- Other Issues To Be Addressed
 - Suggested workload staffing
 - NC FAST enhancements
 - Staff Qualifications





Questions?

